

Table 3
Eastern Nebraska Veterans Home
Summary of MEMBER Satisfaction Survey Responses
2011

Number of Survey Responses = 28

Living Environment (Facility Wide)	YES		NO		UNSURE	
	#	%	#	%	#	%
1. Is your living environment comfortable?	25	89.3%	2	7.1%	1	3.6%
2. Do you have enough privacy?	26	92.9%	1	3.6%	1	3.6%
3. Are your personal belongings safe here?	21	75.0%	4	14.3%	3	10.7%
4. Is the home clean and tidy?	25	92.6%	1	3.7%	1	3.7%
5. Is your room arranged the way you would like it to be?	27	100%	0	0%	0	0%
6. Does your room include some of your personal possessions?	25	96.2%	1	3.8%	0	0%
7. <u>If you were ill or injured, is it possible staff would not know it?</u>	<u>7</u>	<u>26.9%</u>	<u>18</u>	<u>69.2%</u>	<u>1</u>	<u>3.8%</u>
8. <u>Does the level of noise in the facility bother you?</u>	<u>2</u>	<u>7.4%</u>	<u>24</u>	<u>88.9%</u>	<u>1</u>	<u>3.7%</u>
9. <u>Is the facility in need of repair?</u>	<u>2</u>	<u>7.7%</u>	<u>23</u>	<u>88.5%</u>	<u>1</u>	<u>3.8%</u>
10. Are the grounds clean, well kept and attractive?	24	88.9%	2	7.4%	1	3.7%
11. Are the sidewalks and parking lot surfaces smooth and safe to walk on?	26	96.3%	1	3.7%	0	0%
12. Does the facility accommodate a good nights sleep?	24	88.9%	3	11.1%	0	0%

Dining Experience	YES		NO		UNSURE	
	#	%	#	%	#	%
13. Is food available whenever you are hungry?	21	77.8%	2	7.4%	4	14.8%
14. Do you feel you have enough time to eat?	25	96.2%	1	3.8%	0	0%
15. If you need assistance to eat, is there enough staff available to assist you?	21	87.5%	2	8.3%	1	4.2%
16. Are you served the types of foods you like?	14	56.0%	8	32.0%	3	12.0%
17. Are there enough different kinds of food to choose from?	19	79.2%	4	16.7%	1	4.2%
18. Do you get enough food to eat during meals?	25	96.2%	1	3.8%	0	0%
19. Are the temperatures of the meals you receive okay?	17	65.4%	7	26.9%	2	7.7%
20. Is the food you receive prepared to your liking?	16	61.5%	6	23.1%	4	15.4%
21. Do you feel the environment in the dining room helps you to enjoy your meals?	21	87.5%	2	8.3%	1	4.2%

Activities	YES		NO		UNSURE	
	#	%	#	%	#	%
22. Does the facility offer meaningful activities that you like to participate in?	20	80.0%	2	8.0%	3	12.0%
23. Is there enough opportunity to do self-directed activities such as reading, watching TV, or enjoying the outdoors etc?	26	96.3%	0	0%	1	3.7%
24. Are you informed of the activities available to you?	24	92.3%	0	0%	2	7.7%
25. Are you able to travel to off-campus outings when you want to?	23	88.5%	3	11.5%	0	0%
26. Does the facility offer sufficient entertainment for you to enjoy?	24	92.3%	2	7.7%	0	0%
27. Are there enough activities to choose from to meet your interests?	24	88.9%	3	11.1%	0	0%
28. Are activities offered during convenient time schedules?	24	92.3%	1	3.8%	1	3.8%
29. Do you get the help you need to attend activities?	23	82.1%	4	14.3%	1	3.6%
30. Do you have the opportunity to exercise and stay fit?	26	96.3%	1	3.7%	0	0%

31. Do you participate in facility-sponsored activities?	20	74.1%	4	14.8%	3	11.1%
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Staff	YES		NO		UNSURE	
	#	%	#	%	#	%
32. Do the staff show they care about you?	26	92.9%	1	3.6%	1	3.6%
33. Do the staff respect your wishes?	25	92.6%	1	3.7%	1	3.7%
34. Do the staff understand what you are feeling or going through?	22	78.6%	3	10.7%	3	10.7%
35. Do the staff help you when you need it?	27	96.4%	1	3.6%	0	0%
36. When staff come into the room, do they tell you why they have come?	23	88.5%	0	0%	3	11.5%
37. Are the staff skilled and knowledgeable about how to take care of people?	21	75.0%	4	14.3%	3	10.7%
38. Do the staff answer your call light promptly?	21	75.0%	3	10.7%	4	14.3%
39. Do the staff follow-through with decisions that you make?	24	88.9%	1	3.7%	2	7.4%
40. Do staff knock before entering your room?	26	92.9%	2	7.1%	0	0%

Dignity	YES		NO		UNSURE	
	#	%	#	%	#	%
41. Do the staff call you by the name you prefer?	23	88.5%	3	11.5%	0	0%
42. Do the staff ensure that your personal hygiene is maintained?	24	96.0%	1	4.0%	0	0%
43. Is your personal physical privacy respected by staff?	24	92.3%	2	7.7%	0	0%
44. Do you have opportunities to help or support others?	17	70.8%	2	8.3%	5	20.8%
45. Do you feel a part of the daily activities of the home?	21	84.0%	2	8.0%	2	8.0%
46. Do you feel useful?	15	65.2%	7	30.4%	1	4.3%
47. Do you feel staff allow enough time for you?	21	87.5%	2	8.3%	1	4.2%
48. <u>Are you ever placed in a situation that makes you feel uncomfortable?</u>	<u>5</u>	<u>20.0%</u>	<u>18</u>	<u>72.0%</u>	<u>2</u>	<u>8.0%</u>

49. Do you feel staff are attentive to your needs?	22	88.0%	1	4.0%	2	8.0%
50. Are you treated with respect by staff?	22	88.0%	1	4.0%	2	8.0%

Autonomy	YES		NO		UNSURE	
	#	%	#	%	#	%
51. Are you encouraged to participate in decisions about your care?	20	83.3%	1	4.2%	3	12.5%
52. Do you decide what you are going to do each day?	23	92.0%	2	8.0%	0	0%
53. Do you express feelings and opinions around here?	21	95.5%	0	0%	1	4.5%
54. Is equipment available that allows you to be more independent? (e.g., wheelchairs, walkers, bars)	21	84.0%	1	4.0%	3	12.0%
55. Do you feel you can come and go as you please?	21	87.5%	3	12.5%	0	0%
56. <u>Do staff get back at you if you say or do something they don't like?</u>	<u>6</u>	<u>26.1%</u>	<u>14</u>	<u>60.9%</u>	<u>3</u>	<u>13.0%</u>
57. <u>Would you choose to have a different roommate?</u>	<u>3</u>	<u>12.5%</u>	<u>21</u>	<u>87.5%</u>	<u>0</u>	<u>0%</u>
58. Can you choose when to have your bath or shower?	23	92.0%	2	8.0%	0	0%
59. Are you free to make choices such as wear the clothes you want to wear or go to bed and get up when you wish?	27	96.4%	1	3.6%	0	0%
60. Are your spiritual or religious needs provided for?	26	92.9%	0	0%	2	7.1%
61. Do you feel you are given enough opportunity to be connected to the community?	22	78.6%	3	10.7%	3	10.7%

Medical Care and Treatment	YES		NO		UNSURE	
	#	%	#	%	#	%
62. Are you helped if you are in pain or uncomfortable?	26	92.9%	2	7.1%	0	0%
63. Can you talk to your doctor when you need to?	22	88.0%	3	12.0%	0	0%
64. Do you receive the treatments and medications you need?	21	87.5%	0	0%	3	12.5%
65. If you are not feeling well, do you get medical help when needed?	23	88.5%	1	3.8%	2	7.7%
66. Do you receive therapy if you need it?	25	89.3%	2	7.1%	1	3.6%

67. Would you recommend this Home to others?	25	92.6%	2	7.4%	0	0%
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Background information

	Less than 6 mos	6 mos to 1 year	1 - 3 years	More than 3 years	
68. How long have you lived at this Veterans Home?	4	3	12	6	
Percent?	16.0%	12.0%	48.0%	24.0%	

	<65 Years	65 - 74 Years	75 - 84 Years	85+ Years	
69. What is your age?	2	1	9	13	
Percent?	8.0%	4.0%	36.0%	52.0%	

	Male	Female	
70. What is your gender?	20	6	
Percent?	76.9%	23.1%	

	YES	NO	UNSURE	
71. If you could go back in time, would you make the same decision to move to this Veterans Home again?	23	2	1	
Percent?	88.5%	7.7%	3.8%	

	YES	NO	UNSURE	
72. Would you recommend this Veterans Home to your family and friends?	24	2	0	
Percent?	92.3%	7.7%	0%	

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